

TOWN OF HERNDON

Enriching the Quality of Life and Promoting a Sense of Community



FAQs

WATER AND SEWER RATE ADJUSTMENTS - TOWN OF HERNDON

In March 2009, the Herndon Town Council approved adjustments to the rates charged to citizens for water and sewer services. To follow is information about the rate adjustments as well as the town's water and sewer systems operations:

What type of services for water and sewer does the Town of Herndon provide?

The Town of Herndon's Department of Public Works (DPW) operates and maintains the town's water and sewer systems. Services provided as part of this operation include the delivery of potable water to, and conveyance of sewage from, residential and commercial customers. DPW also provides system maintenance and fire protection.

How much will I be charged for water and sewer services?

Effective July 1, basic charges are:

Quarterly Service Charge	\$7.50 / Quarter
Water -	\$2.90 / 1,000 Gals
Sewer -	\$3.72 / 1,000 Gals

How much will this rate adjustment cost the average customer, per quarter?

The overall adjustment results in an increased cost of \$21.48 per quarter, which is equal to \$7.16 per month.

Why is this rate increase necessary at this time?

Increases in treatment costs as well as costs to properly maintain the system are the primary reasons for the rate increase at this time.

Why is there a service charge fee?

The service charge covers the cost of customer service. Costs associated with meter reading, billing, meter repair/replacement and customer service calls are covered by this fee.

Is there an increase in the peak water use rates?

Peak rates for water and sewer consumption have not changed. The peak use period consumption is defined as any consumption for a quarterly billing period reflected in bills issued during the months of June through November. The peak use rate is charged if consumption exceeds 3,000 gallons above, or one and one tenth times, the consumption of the preceding winter quarter period. The winter quarter billing period consumption is defined as any consumption for quarterly billing period reflected in bills issued during the months of February through April.

The charge for peak water use is an additional \$3.50 per 1,000 gallons. The peak charge for sewer is \$1.70 per 1,000 gallons.

How does the amount I pay compare to other local municipalities?

The Town of Herndon's rates for water and sewer services are, on average, more than 20 percent below rates charged in other area jurisdictions.

Does the revenue generated by water and sewer service fees go into the town's general fund?

No. Water and sewer services are budgeted as an enterprise fund and are self sustaining through charges for the sale of water service and sewage collection.

How can I conserve water?

A few basic tips should help residents conserve water and manage expenditures associated with water services:

- Check toilet tanks for leaks. Put a few drops of food coloring in tanks; if after 15 minutes the coloring shows up in the bowl, toilets are wasting water and need to be repaired.
- Consider using conserving shower and toilet tank fixtures.
- Reduce the amount of time showers are allowed to run while warming up.
- Don't leave the water running when brushing teeth.
- Consider the use of rain barrels at downspouts as a source of irrigation water.
- Set clothes washers to the appropriate size load before washing clothes.
- Avoid running dishwasher unless it is full.
- Soggy areas on lawns may indicate leaking water services in need of repair.
- Immediately report signs of leaking water mains or leaking fire hydrants to DPW at public.works@herndon-va.gov or by calling (703) 435-6860.